

Analysis of Business Rules - Billing

#	Business Area/Rule	ACC	APS	SRP	TEP	TRICO	CUBR (UBP/EEI)	CA Rule 22
1	Billing Methods	UDC Consolidated, ESP Consolidated, Dual		UDC Consolidated, Dual			UDC Consolidated, ESP Consolidated, Dual	UDC Consolidated, ESP Consolidated (Partial and Full*), Dual
2	Rate Ready/ Bill Ready						Bill Ready Preferred Method	
3	Late Charges							
4	Budget Billing						Optional, Both Parties have to agree in Consolidated billing arrangement. Either party can budget bill on their own if Dual Billing or calculating their own charges. Neither party is required to offer budget billing for the other party's charges.	
5	Rounding							
6	Billing for Multiple Utility Services							
7	Billing for Non-Utility Services							
8	Different Cycle Request							
9	Assignment of Account Numbers (By whom and when)							
10	Read Cycle Changes						Any party which uses metering data can request a change in meter read date. Whether or not to change a meter read date whould be determined by the metering entity.	
11	Rate Structures							
12	Due Dates on Bills							
13	No. of Cycles							
14	No. of Days in Cycle							

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15	Time between Read Date and Bill Date						Usage shall be made available to ensure Utility Bill (dual or consolidated) is not delayed from the utility's normal billing cycle	
16	Estimates (By whom and when)							
17	How to switch billing options (and timeline)						30 days notice by Supplier of intent to offer new billing method. Must pass testing of new transactions if req'd.	
18	Define Customer to a Class							
19	Credits and Rebates							
20	Cancel and Rebill Methods							
21	Disconnect/Reconnect and Non Pay							
22	Final Billing							
23	Back Billing							
24	Theft/Tampering							
25	Delivery timeframes for Bill Ready Data to ESP						Non Billing Party's charges must be received by the Billing Party within 48 hours commencing on the first business day following receipt of valid usage data	
26	Dispute Resolution: Meter reads, Billing data, for ESP and end use Customer							
27	Data Transport Mechanism							
28	Taxes							
29	Dusk to Dawn Services							

Analysis of Business Rules - Billing

[illegible]

Common Elements - Billing

#	Business Area/Rule	APS	SRP	TEP	TRICO	Other (Co-ops) [Graham County and Duncan tend to be different]	AZ Best Practice	Issue #
1	Bill is Generated							
2	Need Meter Reads for metered accounts to do Bill							
3	Multiple Parties reading the Meter							
4	All Parties are performing validation on Meter and Billing Data							
5	UDC is not required to pay ESP receivables							
6	ESP is required to pay ESP receivables							
7	ESP is required to pay UDC (ESP consolidated billing)							
8	All Tie a Customer to a Cycle							
9	All Rely on Electronic Data							
10	Bill in US currency only							
11	Rate Structure	3 Direct Access Rates – 2 commercial and 1 residential	Direct Access rate for every Standard rate (exception: prepaid metering rate).	Direct Access rate for every Standard rate.	Direct Access rate for every Standard rate.	Direct Access rate for every Standard rate.		
12								
13	Validation Rules	Not addressed at this time	Not addressed at this time	Not addressed at this time	Not addressed at this time	Not addressed at this time		19 (24,5)

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Common Elements - Billing

14	Due date on bill	All bills rendered by the Company are due and payable no later than fifteen (15) calendar C29days from the billing date	21 calendar days from bill date (Bill date and Invoice date mean the same)	Payments for TEP products and services shall be delivered to TEP within 10 business days of the TEP invoice date. (Bill date and Invoice date mean the same)				
15								
16	Number of cycles	21	21	21	8 9 (Navopache)			
17	Number of days in cycle	No less than 25 days and no more than 35 days	26 - 32	26-34				
18	Time frame between read date & bill date	3-7 Calendar days	1-3 Calendar days	1 to 3 Calendar days	1 to 3 Working days			

Common Elements - Billing

#	Business Area/Rule	APS	SRP	TEP	TRICO			
19	Data transport	VAN	Not applicable for ESP Consolidated Billing. Data transport is Internet EDI for all data transactions except 820.	Exolink (VAN)	VAN (?)			
20	Data security	APS relies on the VAN to provide data security. Data is FTP over a secured socket to the VAN	S/MIME	TEP encrypts before transmitting to Exolink and Exolink handles the security to Trading Partner.				
21	Delivery timeframe for bill ready data to ESP	810 will be sent the same day as the bill date	N/A	Flat file will be sent to Exolink same day as bill date, Exolink will send to Trading Partner the same day				5
22	Dispute resolution process for meter reads between UDC & ESP	If APS is the MRSP, the ESP may request a verify read. The cost of such rereads, which is \$10, may be charged to the ESP, provided that the original reading was not in error.	If SRP is the MRSP, the ESP may request a verify read. The cost of such rereads, is \$__ for Metro Area and &__ outside Metro Area, may be charged to the ESP, provided that the original reading was not in error.	The MRSP shall, at the request of its customer, the customer's ESP, TEP or the billing entity, reread that customer's meter within ten working days of the original read and post the read to read servers. Any meter reread costs may be charged to the entity requesting reread, provided the original reading was not in error.				7,19 (24,5)
23	Dispute resolution process for meter reads between UDC & customer	If APS is the MRSP, the customer may request a verify read. The cost of such rereads, which is \$10, may be charged to the Customer, provided that the original reading was not in error.	If SRP is the MRSP, the ESP may request a verify read. The cost of such rereads, a charge \$__ for Metro Area and &__ outside Metro Area, may be charged to the ESP, provided that the original reading was not in error.	See above				

Common Elements - Billing

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Common Elements - Billing

#	Business Area/Rule	APS	SRP	TEP	TRICO			
24	Dispute resolution process for bill data between UDC & ESP	ESP notifies APS via e-mail or phone of any disputed bill data. APS will research disputed data and re-bill if needed.		<p>responsible for notifying the customer and adjusting the bill for ESP charges affected by the meter or billing error. TEP shall be responsible for any recalculation of any incorrect TEP charges. Following the receipt of any recalculated charges from TEP, the ESP will apply the charges or credits to the customer's next normal monthly bill, unless the parties otherwise agree that the ESP send an interim bill including the TEP charges to the customer. TEP will transmit corrected billings to the ESP for incorporation in the customer's bill using one of the following methods:</p> <p>a. By sending a cancellation notice, which cancels the bill in its entirety, and if appropriate, a re-bill will be included in same transmission.</p> <p>b. By transmitting an adjustment amount with a description of the adjustment.</p>				7,19 (24,5)
25	Dispute resolution process for bill data between UDC & customer	Customer notified APS via phone of any disputed bill data. APS will research disputed data and re-bill if needed.	Customer notified APS via phone of any disputed bill data. APS will research disputed data and re-bill if needed.	responsible for notifying the customer and adjusting the bill for ESP charges affected by the meter or billing error. TEP shall be responsible for any recalculation of any incorrect TEP charges.	cancellation notice, which cancels the bill in its entirety, and if appropriate, a re-bill will be included in same transmission. By transmitting an			

Common Elements - Billing

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26		All APS customers, including Direct Access customers, shall receive mandated legal, safety and other notices equally in accordance with A.A.C. R14-2-204 (B). If the ESP is providing consolidated billing, APS shall make available one (1) copy of these notices to the ESP for distribution to customers or, at the ESP's request, in electronic format to the ESP for production and communication to electronically billed customers. If APS is providing consolidated billing services, APS shall continue to mail these notices in the billing envelope and may use the billing envelope as it does in current practices for providing such information.		All TEP customers, including Direct Access customers, shall be provided with all mandated legal, safety and other notices in accordance with ACC regulations. TEP shall make available one hard copy of all mandated legal, safety and other notices per customer to the ESP for distribution to its customers, or at the ESP's request, in electronic format for production and communication to its electronically billed customers. TEP and the ESP may agree to use e-mail to provide language that is to appear in printed format on the ESP consolidated bill. Messages to a specific customer may be inserted in description lines included with calculated TEP charges.				
	Bill inserts & how delivered to ESP		N/A					#10
27				Flat files sent via Exolink (will transmit the file as it was submitted from Tucson or for a fee, transmit it as the ESP requests. After AZ 810 is standardized, Exolink will transmit using the AZ 810)				
	Data file format	EDI 810 version 4010	N/A		EDI 810 version 4010			

Common Elements - Billing

28	How & when data is estimated & who does the estimation	<p>The MRSP designated for the customer account is the responsible party for performing and communicating the estimated read. Estimated reads can occur if the MRSP is unable to get reads due to access issues, extreme weather conditions, equipment failure or if a customer who reads his own meter fails to deliver his meter reading data etc. -- When APS is the MRSP, the meter read estimates will be based on either the customer usage during the same month of the previous year or based on the amount of usage during the preceeding month (article 2 210)</p>		<p>All estimated interval or monthly meter reads shall be sent to TEP using the EDI format. Meters will be estimated on date set forth in the TEP Meter Reading Schedule. Reads will be posted by the MRSP to the TEP FTP server by 3:00 p.m. the day following the meter read for the meters that the MRSP is responsible for reading. The meter reads from TEP will be available on the TEP FTP server by 3:00 p.m. the day following the meter read for the meters that TEP is responsible for reading. All estimated data will be clearly marked with an explanation of the reason for the estimation.</p>				19,24,5
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Common Elements - Billing

#	Business Area/Rule	APS	SRP	TEP	TRICO			
29								
30	Disconnect & reconnect for nonpayment	<p>DOESN'T APPLY TO ESP CONSOLIDATED APS will notify the customer and the customer's ESP of intent to disconnect. APS will also notify the ESP once the customer is disconnected. A service charge will be imposed on the customer if a filed call is performed to leave door hanger or collect. APS will reconnect electric service for a service fee when the criteria for reconnection has been met.</p>	<p>DOESN'T APPLY TO ESP CONSOLIDATED SRP will notify the customer and the customer's ESP of intent to disconnect. SRP will also notify the ESP once the customer is disconnected. SRP will reconnect electric service for a service fee when the criteria for reconnection has been met.</p>	<p>CONSOLIDATED In the event of Direct Access customer non-payment of charges for TEP provided services, TEP will be responsible for all physical disconnect activity regardless of the MSP or ESP servicing that customer. Disconnection can occur at any time after the payment due date for non-payment of any TEP-provided service. TEP will send a copy of the Direct Access customer's Disconnect Notice for non-payment to the ESP. This notice shall include customer name, address, notice date, account number, delinquent amount, total amount due, due date, the UNI number and ESP account number. TEP will notify the ESP at the end of each day which Direct Access customers remain disconnected. This notification will include the UNI number and ESP account number. With the exception of those customers who are reconnected the</p>				

Common Elements - Billing

#	Business Area/Rule	APS	SRP	TEP	TRICO			
31	Final bills for Bundled Charges	APS will not hold the ESP responsible for any customer Full Service final bills. The customer can be disconnected under his DA account for non-payment of APS final		TEP will not hold the ESP responsible for any customer Full Service final bills. The customer can be disconnected under his DA account for non-payment of TEP final				22
43	Final bills for DA Charges			In the case of a physical disconnect final bill, TEP will provide the ESP with the TEP final bill charges by 3:00 p.m. on the fifth business day following the actual disconnect date. If TEP billing charges have not been received by such date, the ESP may render the bill without such TEP charges; however, the ESP shall include a message on the bill stating that said charges are forthcoming. TEP will then render a separate bill for the TEP charges, unless a mutual agreement is made between TEP and the ESP to have a final bill produced and sent to the customer for the TEP final charges. TEP charges shall be calculated based on the existing TEP billing cycles regardless of the party providing the meter reading. TEP charges shall be conveyed to the ESP using ExoTran™.				
32	Back bills for customer billing	Persuant to Schedule 1, APS can backbill up to 6 months	UDC Consolidated - Back bill up to 6 months	Persuant to Article 24 TEP can backbill up to 6 months				7,19,24,5

Common Elements - Billing

#	Business Area/Rule	APS	SRP	TEP	TRICO			
33	Theft or tampering	<p>APS shall notify ESP immediately and ESP shall notify APS immediately of any suspected unauthorized energy use. ESP shall ensure that a heavy duty lock ring is installed to secure any meter that does not require a monthly local (i.e., manual) meter read or shall utilize a light duty lock ring to secure meters equipped with meter tamper reporting technology equipped with tamper reporting capabilities. The Parties agree to preserve any evidence of unauthorized energy use. Once unauthorized energy use is suspected, APS, in its sole discretion, may take any or all of the actions permitted under APS' applicable tariffs and schedules and shall notify ESP of any such action taken. APS will coordinate with the ESP, the estimated amount of usage that will be back billed to the customer.</p>	<p>SRP shall notify ESP immediately and ESP shall notify SRP immediately of any suspected unauthorized energy use. ESP shall ensure that a heavy duty lock ring is installed to secure any meter that does not require a monthly local (i.e., manual) meter read or shall utilize a light duty lock ring to secure meters equipped with meter tamper reporting technology equipped with tamper reporting capabilities. The Parties agree to preserve any evidence of unauthorized energy use. Once unauthorized energy use is suspected, SRP in its sole discretion, may take any or all of the actions permitted under SRP applicable tariffs and schedules and shall notify ESP of any such action taken. SRP will coordinate with the ESP, the estimated amount of usage that will be back billed to the customer.</p>	<p>In accordance with ACC rules, TEP has the right to disconnect electric service to the customer for a variety of reasons, including, but not limited to, the non-payment of TEP final bills or any past due charges by the customer, or evidence of safety violations, energy theft, or fraud, by the customer. TEP will perform the disconnect for non-payment regardless of the ESP. The following provides for service disconnects and reconnects. TEP shall notify the customer and the customer's ESP of TEP's intent to disconnect electric service for the non-payment of TEP charges prior to disconnecting electric service to the customer. TEP shall further notify the ESP at the time the customer has been disconnected. To the extent authorized by the ACC, a service charge may be imposed on the customer if a field call is performed to disconnect electric service.</p>				

Common Elements - Billing

#	Business Area/Rule	APS	SRP	TEP	TRICO			
34	Policy for ESPs to change customers cycle	Currently, this is not an option	N/A	This is not an option at this time.				
35	When are new account numbers assigned	If the customer is an existing APS customer switching to DA, a new UDC Customer Account Number will be assigned during the processing stages of each incoming RQ DASR. If the customer is a new customer within APS' territory, a new UDC Customer Account Number will be assigned during the initial application with our call center. In addition, the account number could change if certain order or billing work is done.	Assigned during re-districting and if certain order work is performed,	UDC Customer Account Numbers are tied to the customer and do not change.	Assigned during re-districting and if certain order work is performed,			
36	When is a new read cycle assigned	During re-districting.		During re-districting (TEP has not redistricted in 5 years.)				
37	How are customer deposits handled for each billing options	Dual Billed - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded. ESP Consolidated - 100% of the customer deposit is applied to the Standard Offer final bill and any remaining deposit will be refunded to the customer. UDC Consolidated - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded.	Dual Billed - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded. ESP Consolidated - 100% of the customer deposit is applied to the Standard Offer final bill and any remaining deposit will be refunded to the customer. UDC Consolidated - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded.	Dual Billed - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded. ESP Consolidated - 100% of the customer deposit is applied to the Standard Offer final bill and any remaining deposit will be refunded to the customer. UDC Consolidated - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded.	Dual Billed - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded. ESP Consolidated - 100% of the customer deposit is applied to the Standard Offer final bill and any remaining deposit will be refunded to the customer. UDC Consolidated - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded.			

Common Elements - Billing

38	How are rebate/rebills handled	Reverse the bill that was produced in error and rebill with correct information in the same transaction.						7
39	Will Service End and Beginning periods be passed in the 810	Yes	N/A	Yes				
40	Will customer payment date be passed on the 810 for ESP Consolidated	No	N/A	No				13
41	Will levelized billing be offered to Direct Access customers?	Yes for Dual and UDC Consolidated billing and NO for ESP Consolidated billing	Yes for UDC and Dual Billing	No				17
42	Will Summary billing be offered to Direct Access customers?	Yes for Dual and UDC Consolidated billing and NO for ESP Consolidated billing						21 (15)
43	What is the billing compliance testing procedure?							